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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit 2645

Examiner Allan Hoosain

In Re: Igor Neyman et al.
Case: P3251
Serial No.: 08/928,861
Filed: 09/12/1997
Subject: Call Center Apparatus and Functionality in Telephony

To: The Commissioner of Patents and Trademarks
Washington, D.C. 20231

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SEP 15 2004

Dear Sir,

Technology Center 2600

Information Disclosure Statement Under 37 C.F.R. 1.97

Enclosed herewith is an Information Disclosure Statement (IDS) by Applicant listing three (3) references received from the supplementary European search report (copy enclosed), mailed 08/11/2004. Applicant desires that the references be entered in the above referenced case as relevance dictates.

Statement under 1.97(e)

Each item of information contained in this IDS was cited in a communication from a foreign patent office in a counterpart foreign patent application not more than three months prior to the filing of such IDS. There are no listed references which are not in the English language.

In accordance with rule 1.97(c)(1), no additional fee is required. Please charge any deficiency to Deposit Account No. 50-0534.

Respectfully submitted,

Igor Neyman et al.

by Donald R. Boys

Reg. No. 35,074

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(Use as many sheets as necessary)

Sheet	1	of	1
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PTO/SB/08A (08-03)

Approved for use through 07/31/2006. OMB 0651-0031

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Complete if Known

Application Number	08/928.861
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Filing Date	09/12/1997
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First Named Inventor	Igor Neyman
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Art Unit	2645
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Examiner Name	Allan Hoosain
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Attorney Docket Number	P3251
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U. S. PATENT DOCUMENTS

Examiner Initials*	Cite No.¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code² (if known)			
		US-			
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FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear	T ⁶
		Country Code ³ -Number ⁴ -Kind Code ⁵ (if known)				
		EP 0 559 979 A	09-15-1993	Sears Tech Svcs		
		EP 0 647 050 A	04-05-1995	Teknekron Infoswitch		
		EP 0 660 573 A	06-28-1995	AT & T Corp		

Examiner Signature		Date Considered	
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